

IHCA Conference

8/1/07

MR/DD Tract

Regulation and Compliance Review



Learning Objectives

- An understanding of the regulations related to staff development and training.

Staff Training Requirements:

Federal Standards ~ Staff Training
(Note: The list is not all-inclusive)



Staff Training Requirements:

Abuse, Neglect, Mistreatment, and Punishment
(Fundamental CoP @ W122 – Client Protections)

- W127 (ensure individuals are not subject to)
- W150 (must not use physical, verbal, sexual, psychological abuse or punishment)
- W151 (do not punish – withholding food and/or hydration)

Staff Training Requirements:

QMRP

(CoP @ W158 - Facility Staffing)

■ W159 (integration, coordination, and monitoring)

"The leaders who work most effectively, it seems to me, never say "I." And that's not because they have trained themselves not to say "I." They don't think "I." They think "we"; they think "team." They understand their job to be to make the team function. They accept responsibility and don't sidestep it, but "we" gets the credit ... This is what creates trust, what enables you to get the task done." (Peter Drucker)

Staff Training Requirements:

Initial & Continued Training (CoP @ W158 - Facility Staffing)

- W189 (provide each employee)
- Staff should be well trained **PRIOR TO** working with individuals.

Quotes:

- I hear and I forget. I see and I remember. I do and I understand.
(Confucius)
- The secret of joy in work is contained in one word ~ EXCELLENCE.
To know how to do something well is to enjoy it. (Pearl Buck)
- When people go to work, they shouldn't have to leave their hearts at home. (Betty Bender)

Staff Training Requirements:

Training Focusing on Skills & Competencies Directed
Toward Individuals' Needs
(CoP @ W158 - Facility Staffing)

- W190 (developmental needs)
- W191 (general behavioral needs)
- W192 (health needs)
- W193 (specific behavioral plans/interventions)
- W194 (specific program plans ~ i.e., tooth brushing, eating, purchasing, etc.)

Staff Training Requirements:

Active Treatment
(Fundamental CoP @ W195)

- W196 (Observations)

Active treatment consistently implemented in all relevant settings...both formally & informally, as the need arises or opportunities occur.

- W249 (Carrying out IPP training programs and services ~ observation and review of records)

Staff Training Requirements:

Client Behavior & Facility Practices (Fundamental CoP @ W266)

- W267 (observations of interactions between staff & individuals ~ i.e., language, actions, discipline, rules, order ~ quality of life)
- W268 (promote growth, development, & independence)
- W269 (opportunities for choice, decision-making, and self-management)

Staff Training Requirements:

Health Care Services
(Fundamental CoP @ W318)

- W340 (health & hygiene)
- W341 (infection control)
- W342 (signs & symptoms of illness/dysfunction, First Aid, CPR)
- W350 (maintenance of oral health)
- W370 (assisting to take medications)

Staff Training Requirements:

Environment
(CoP @ W406)

- W439 (emergency plans/procedures)
- W441 (evacuation drills ~ varied conditions)
- W442 (emergencies)
- W443 (fire extinguisher, alarms, other safety features)

Staff Training Requirements:

Dietetic Services (CoP @ W459)

- W460 (receive a nourishing/well balanced diet ~ includes modified and specially prescribed diets)
- W467 – W476 (meal services)
- W485 – W489 (dining)

Staff Training

Training Tips for Building Skills in These Areas

1. **Explain the task.** Staff need to know what the task is, **why it is important, and how it fits into the rest of the work done.** The explanation should be simple and clear (i.e., Here's what we're going to do...; We do it this way because...")
2. **Demonstrate the task.** The demonstration should be done during or after the explanation. The demonstration should show what was explained and give staff a clear understanding of what is expected. (**Leave a copy of the instructions for staff to refer to.**)
3. **Practice.** Give encouragement to motivate the staff. Correct any mistakes here. Have staff show and tell you the steps.
4. **Provide Feedback.** Feedback can be given during or after the practice and may be positive, or constructive to correct performance.

Staff Training

It is ESSENTIAL to:

- Maintain a record of the training and development received by all staff.
- Regularly evaluate your training program to ensure that it is appropriate and effective.
- Recognize that training is an investment, not a cost.
- Treat training as a continuous process, not an occasional activity organized in response to a crisis.

Staff Training

Employee Retention is Critically Important

- Over the next few years Baby Boomers (age 40 to 58) will be retiring.
- The upcoming Generation X population numbers 44 million people (ages 25 – 34) compared to 76 million Baby Boomers available for work.

Simply stated, there are a lot fewer people available to work.

Staff Training Requirements:

State regulations (IDAPA 16.03.11230,05.a-i)

- Orientation on philosophy, organization, programs, practices, and goals of the facility.
- Upgrading of competencies.
- Signs of illness or dysfunction.
- Instruction in the proper management of seizure disorders, physical disabilities, communication needs, and self-injurious behavior.
- The interdisciplinary (IDT) approach.
- Implementing the principle of normalization.
- Facility procedures include documentation and record keeping.
- The facility's resident rights policies, supervision, and recording individuals' medications.

***Note: This training must be provided BEFORE personnel are assigned to work with individuals.**